



M86 Security Keeps Communications Open at Chapman Tripp Law Offices

Client:

Chapman Tripp

Web Site:

www.chapmantripp.com

Number of Users:

500

Requirements:

Email and Internet Filtering

Filtering Solutions:

M86 MailMarshal and M86 WebMarshal

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Richard Borain
IT Services Supervisor
Chapman Tripp

Law firms rely on their Internet and email-based communications to stay in contact with clients and staff, both locally and overseas. With the increasing number of Internet-based threats making the rounds, it is essential that these risks are kept to an absolute minimum. Since installing M86 solutions Chapman Tripp has successfully avoided any network shutdowns or slowdowns due to Internet or email-based threats.

Background

Chapman Tripp Barristers & Solicitors are one of New Zealand’s largest law firms with more than 500 staff located in offices in Auckland, Wellington and Christchurch. They practice in all areas of commercial, corporate, securities, property, environmental and public law. With clients dispersed around the world, the Internet and email play a critical role in their everyday activities. To ensure its systems are secure and available, Chapman Tripp has been using M86 software solutions for more than five years.

“Ever since we installed M86 MailMarshal,” says Richard Borain, IT Services Supervisor at Chapman Tripp, “we’ve been totally immune to shutdowns due to email-based viruses, worms, Trojan horses and other malignant payloads. We hear about them from colleagues and read about them in newspapers, but we don’t see them at work.”

When Chapman Tripp originally installed M86 MailMarshal, the whole issue of Internet and email content security was still in its infancy. “We were mainly concerned about conserving bandwidth,” says Borain. “At that time, we paid by volume so every bit of excessive traffic had a very real cost to us. And we didn’t have the fast connections that we have now, so the excess traffic had a much more detrimental effect on our network. But the real catalyst was the amount of non-essential email and attachments that we received during the Christmas season.

“We were inundated with silly graphics, singing Santas and the like, so we decided to install what was then a very new and somewhat pioneering email content filtering solution. And we haven’t looked back since.”

With today’s faster networks and much cheaper bandwidth, Chapman Tripp isn’t as concerned with conserving bits and bytes as they are with preventing viruses and other online threats. “Each week we run reports which show us who the top twenty email users are in respect to both the number of emails and the total size of their email traffic. Ninety-nine times out of a hundred all the usage is legitimate. But maybe once every couple of months we’ll find someone who is downloading music or similar files and we’ll have a quiet word with them. We are a professional organization and email abuse isn’t an issue with us.”

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Richard Borain
IT Services Supervisor
Chapman Tripp

ABOUT M86 SECURITY

M86 Security is the global expert in real-time threat protection and the industry's leading Secure Web Gateway provider. The company's appliance, software, and Software as a Service (SaaS) solutions for Web and email security protect more than 24,000 customers and over 17 million users worldwide. M86 products use patented real-time code analysis and behavior-based malware detection technologies as well as threat intelligence from M86 Security Labs to protect networks against new and advance threats, secure confidential information, and ensure regulatory compliance. The company is based in Orange, California with international headquarters in London and development centers in California, Israel, and New Zealand.

But viruses and other threats are. “Nobody, of course, would knowingly introduce a dangerous file into the system,” says Borain, “but the danger is in an inadvertent download or access. We have very strict controls as to what attachments are allowed through to prevent accidental infection. For instance, we quarantine all executable files as well as others that might be dangerous. Similarly we totally ban Webmail type traffic as that can expose us to unregulated threats. Questionable emails or attachments that come in are quarantined for manual over-ride during work hours or saved until the morning if they come in at night. This way we can monitor email usage without being too invasive.”

Internet use is also monitored with M86 WebMarshal. “With M86 WebMarshal we have ‘white lists’ and ‘black lists’ that help us identify questionable and exempt sites,” says Borain. “We can even allow certain types of sites to be accessed by certain groups within the firm. For instance, the partners can pretty much browse the sites they want without restrictions as their jobs might require them to have more access than other staff.”

While email and Internet-based threats wreak havoc throughout the legal community and the world, Chapman Tripp has been spared any shutdowns or embarrassment.

Key Reasons for Selecting M86

- Required controls on bandwidth intensive yet non-work related email attachments
- Needed to reduce bandwidth usage to free network congestion and minimize costs
- Wanted flexibility to specify which user groups could access which web sites

Key Benefits

- Halts viruses and email threats to their network
- Ensures high availability for all Internet and email-based communications
- Prevents inappropriate or offensive attachments from circulating either inside or outside the organization
- Provides comprehensive Internet and email usage reports

Conclusion

“Between M86 WebMarshal and M86 MailMarshal, we are insulated from the problems that you see in the headlines,” says Borain. “The software is very easy to use and maintain and is flexible enough to support our needs. We like the reporting capabilities as they represent a paper trail if indeed we ever have to provide documentation on access or usage. Plus we’ve been extremely pleased with the support we’ve received. But at the end of the day, the main benefit is that we’ve avoided any problems, shutdowns or slowdowns with our email and Internet and that, more than anything, is invaluable.”

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Corporate Headquarters
828 West Taft Avenue
Orange, CA 92865
United States
Phone: +1 (714) 282-6111
Fax: +1 (714) 282-6116

International Headquarters
Renaissance 2200
Basing View, Basingstoke
Hampshire RG21 4EQ
United Kingdom
Phone: +44 (0) 1256 848 080
Fax: +44 (0) 1256 848 060

Asia-Pacific
Millennium Centre, Bldg C, Level 1
600 Great South Road
Ellerslie, Auckland, 1051
New Zealand
Phone: +64 (0) 9 984 5700
Fax: +64 (0) 9 984 5720

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